

# Tornado Recovery: Keep in Touch, Stay on Track

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**Release Date: Oct 17, 2023**

With ongoing contact, FEMA staff can help applicants in Jackson and Jasper counties get the aid they're eligible to get. Disaster assistance covers a wide range of needs. While the application deadline has passed, keep these points in mind to help you stay on track.

## **Questions? Call the FEMA Helpline.**

- If you have questions about your FEMA application, call the FEMA Helpline at 800-621-3362.
- The FEMA helpline is open 7 a.m. to 10 p.m. Central Time, seven days a week.
- Multilingual specialists or translators are available.
- If you use a relay service, such as video relay service (VRS), captioned telephone or other service, give FEMA your number for that service.

## **Things Change. Update your information.**

- Keep FEMA updated about your situation. If your address or phone number changes, let FEMA know. Log into your account at [DisasterAssistance.gov](https://DisasterAssistance.gov). or call the FEMA helpline at 800-621-3362.
- Information that may need to be updating:
  - Your current housing situation.
  - Your phone number or mailing address.
  - Corrected or verified home and property damage.

## **Continuing to Get Rental Assistance**

### **You Must Apply**

- If you live in Jackson and Jasper counties and got initial rental assistance, you may be eligible for continued rental assistance, but you must apply.



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- You must meet the following conditions to be eligible:
  - You were awarded initial rental assistance and used it as intended. The initial award covers two months.
  - You are unable to return to your pre-disaster residence because it is uninhabitable, cannot be accessed or is unavailable due to the disaster.
  - You cannot pay for housing without assistance.
  - You are not receiving temporary housing help from any other source.
  - You are developing a longer-term or permanent housing plan or can demonstrate progress toward one.
- To apply
  - Complete the Application for Continued Temporary Housing Assistance. To get this form, call the FEMA Helpline at 800-621-3362.
- You should submit the following documents with the completed application:
  - Pre- and post-disaster income for household members 18 and older.
  - Proof of pre-disaster housing costs (copy of lease and utility bills, renter's insurance, mortgage statements, real estate taxes, home insurance, etc.).
  - Proof of post-disaster housing costs (copy of current lease or rental agreement signed by the applicant and the landlord).

## Submitting Documents

- To upload documents online:
  - Visit [DisasterAssistance.gov](https://DisasterAssistance.gov).
  - Select "check status."
  - Log in (or create your account)
  - Select the "correspondence" tab.
  - Follow the online instructions.
- To send documents by mail:
- FEMA – Individuals & Households program

National Processing Service Center

P.O. Box 10055

Hyattsville MD, 20782-805



## Right to Appeal

- If you disagree with FEMA's decision, you can appeal. Every applicant has the right to appeal. If you think FEMA's decision is wrong -- on the amount or type of assistance -- send an appeal letter, along with any documents that support your claim.
- An appeal is simply a written request to review your application. In your dated and signed letter, explain why you disagree with FEMA's decision, referring to the supporting documents.
- Be sure to include:
  - Applicant's full name, current address and damaged dwelling address.
  - Applicant's nine-digit FEMA registration number on every page (That number can be found at the top of the determination letter.)
  - FEMA's disaster declaration number: DR-4727-MS.
  - Applicant's signature and the date.
- You have 60 days after receiving a determination letter to send your appeal.
- For advice about writing your appeal letter, call the FEMA Helpline at 800-621-3362.

## If You Missed the Application Deadline

- FEMA may consider a late application if extraordinary circumstances kept you from applying during the application period, which was from Aug. 11 through Oct. 11.
- You need to provide a signed letter explaining why you missed the deadline. You also will need to provide documentation showing proof of medical or disability issues, death of an immediate family member, or other disaster-specific circumstances.

